

## Domestic Corporate and Government Name Change Policy

### Definition of a Name Change

A name change is defined as using the value of an unused ticket, including taxes, as credit towards payment of a new ticket in another customer's name. The issuing office is the only office with the authority to reissue the ticket.

#### Eligible Customers

Name changes are permitted for all corporate and government customers who have a commercial contract with a Virgin Australia private fare agreement. The original ticket must contain a /CO or /GV ticket designator.

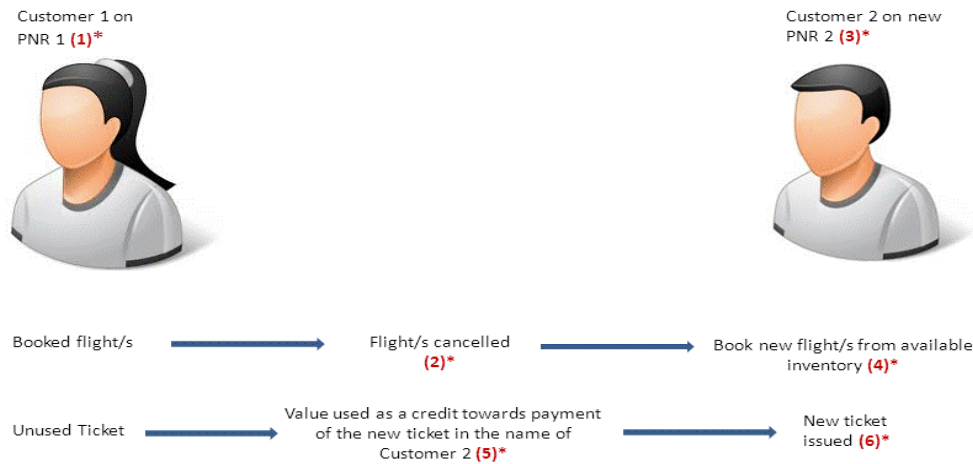
#### Eligible Tickets

- › The original ticket must contain a /CO or /GV ticket designator.
- › All tickets must be valid for exchange and not expired.
- › All coupons must be unused and travel must not have commenced.
- › All coupons must be on Australian domestic sectors.
- › All coupons must be on VA marketed and operated flights.
- › Codeshare flights are not eligible.
- › All tickets must be issued on 795 ticket stock

Fare Brand (Class)	Name Change Fee*
<b>Business (D,C,J)</b>	Permitted – No fee Re-issue ticket as per flight change rules
<b>Business Saver (I)</b>	Permitted – No fee Re-issue ticket as per flight change rules
<b>Freedom (L,K,H,B,Y)</b>	Permitted – No fee Re-issue ticket as per flight change rules
<b>Elevate (Q,V,N,E)</b>	Permitted – No fee Re-issue ticket as per flight change rules
<b>Getaway (M,S,T)</b>	Not permitted. Can upgrade to Elevate fare or above. Fare difference between Getaway and next fare brand that permits name change Re-issue ticket as per flight change rules

**\*Important:** Any other applicable fare increase, fees and charges in accordance with the fare rules must always be collected.

## Name Change Process



1. Valid unused corporate ticket (/CO or /GV) for Customer 1 on PNR 1
2. Cancel flights associated with Customer 1 on PNR 1
3. Create a new PNR for Customer 2
4. Flights are booked from available inventory for Customer 2
5. Value from the unused ticket from Customer 1 is used towards payment of the new ticket for Customer 2, ensuring the applicable fare increase, taxes and change fees are collected on the new ticket
6. The original ticket is exchanged for the new itinerary for Customer 2 (new ticket is issued)

**Important:** If you had any ancillaries booked for Customer 1 that were associated to the original ticket, these will need to be cancelled or rebooked for Customer 2. The ticket is valid for **12 months** from the date of the original ticket issue and all travel must be completed by this date.

### Example

Example 1	New Guest Ticket	Reissued Ticket Additional
<i>Original Ticket Collection</i>		
Elevate Fare (Q Class) \$100	Freedom Fare (L Class) \$200	Fare Difference \$100
Taxes \$20	Taxes \$20	Taxes \$0
Total Ticket Value \$120		Reissue Fee \$70
Reissue Fee \$70		<b>Total Additional Collection \$170</b>

## Frequently Asked Questions

**Q. Which Virgin Australia domestic fare classes are eligible for Name Changes?**

- A.**
- › Business: D,C,J
  - › Business Saver: I
  - › Freedom: L,K,H,B,Y
  - › Elevate: Q,V,N,E

**Q. Does the Name Change fee apply to Corporate and Government fares?**

**A.** No, the name change fee of \$88 does not apply to corporate and government customers who have a commercial contract with a Virgin Australia private fare. Only tickets issued with the /CO or /GV ticket designators are exempt from the name change fee.

**Q. Does the fare change fee apply to Corporate and Government fares when reissuing due to Name Change?**

**A.** Yes, the applicable change fee is applicable as per the original ticketed fare rules.

**Q. Does this policy apply to Published fares?**

**A.** No, if the original ticket being exchanged is a Published fare then the Domestic Retail Industry Name Change policy will apply.

**Q. When are the name change fees and reissue fees applicable?**

**A.** The below table represents when the name change fees and reissue fees are applicable:

Fare Brand	Booking Class	Name Change Fee*	Reissue Fee*
<b>Business</b>	D,C,J	Not applicable	Not applicable Permitted before departure.
<b>Business Saver</b>	I	Not applicable	Not applicable if more than 30 days prior to departure. Within 30 days prior to scheduled departure fee plus fare difference apply.
<b>Freedom</b>	L,K,H,B,Y	Not applicable	Not applicable Permitted before departure.
<b>Elevate</b>	Q,V,N,E	Not applicable	Applicable Permitted until 30 days prior to scheduled departure. No fee plus fare difference. Permitted within 30 days prior to scheduled departure - fee plus fare difference.
<b>Getaway</b>	M,S,T	Not applicable	Applicable only if upgrading to an Elevate fare brand or above

\*Subject to change, refer to your GDS for current fees and surcharges. The name change fee applicable is based on the date of the exchange. This policy applies to all tickets reissued on/after 07 September 2016.

**Q. What destinations are name changes permitted?**

**A.** All coupons must be on **Australian domestic sectors only**.

**Q. What Carrier are name changes permitted on?**

**A.** All coupons must be on VA marketed and operated. Codeshare flights are **NOT** eligible.

**Q. Who has the authority to change the name of the passenger on a ticket?**

**A.** The original issuing office is the only office that has the authority to reissue the ticket at the request of the passenger.

**Q. Can the old PNR be retained or is a new PNR required?**

**A.** A new PNR is required and all inventory must be cancelled in the original PNR. Flights for the new passenger must be booked in a new PNR regardless of whether the new passenger is travelling on the same flights or in the same class as the original passenger.

**Q. Do you have to upgrade fare brands for a name change to be permitted?**

**A.** Yes. Name changes to Getaway Fares are only permitted subject to a fare upgrade to the Elevate or higher fare brands which require payment of any difference in fare, taxes and any applicable fees and charges. Original bookings with a Elevate, Freedom, Business Saver or Business fare brand do not require a fare upgrade.

**Q. Can the itinerary be changed?**

**A.** Yes. The value of the ticket may be used as credit towards payment of a new exchanged ticket anywhere on the VA **domestic** network. This is provided the new base fare is of equal or higher value than the original base fare and all rules of the new fare are met.

**Q. Can the ticket be changed to a different fare type?**

**A.** Yes. The value of the ticket may be used as credit towards payment of a new exchanged ticket anywhere on the VA **domestic** network. This is provided the new base fare is of equal or higher value than the original base fare and all rules of the new fare are met.

**Q. When is a passenger name change permitted?**

**A.** The timing is dependent on the class and fare rules of the original ticket. Refer to the applicable fare rules in the GDS for current fare rules and charges.

**Q. Can I use 2 unused tickets from 2 separate passengers as form of payment for a new passenger's flight?**

**A.** No. This is not permitted.

**Q. If a passenger 'no shows' prior to requesting a name change, is the fare forfeited?**

**A.** This depends on the original fare type and the relevant fare rules. If the fare is forfeited, it is deemed used and cannot be used for name change. Refer to the applicable fare rule in the GDS for current fare rules and charges.

**Q. How does this process differ from name corrections?**

**A.** A "Name Correction" is defined as a correction to the name field of a passenger name record (PNR) and takes place in the same PNR.

- › Name corrections are permitted for:
- › Up to three characters in the first name and/or surname
- › Title Corrections
- › Guests commonly referred to by a shorter version of their real name e.g. Bill / William
- › Names entered in the wrong order
- › Unborn infants
- › Formal name corrections e.g. married to maiden surname or vice versa.

*Please refer to the Name Correction Policy for further details.*